



Olivia Neal

Executive Director for Digital Change, Treasury Board of Canada Secretariat



Olivia joined the Government of Canada in June 2017 as the Executive Director, Digital Change. Since being in Canada she and her team have worked with people from across the Government, and outside, to support the creation of structure and culture to enable the drive to be increasingly digital. This has included: developing and launching [Canada's Digital Standards](#); creating the first Digital Government Strategic Plan; launching [a Digital Academy](#); creating international partnerships, including joining the [Digital7](#); rethinking the approach to bringing in talent, and launching a [new platform](#) for recruitment; as well as building approaches to help develop and build the existing community within government.

Olivia was previously with the UK Government, where she played a leading role at the award winning Government Digital Service for three years.

Olivia introduced and embedded the [UK Digital Service Standard](#) in the work of digital delivery teams across UK government. She has [overseen the assurance](#) of hundreds of the largest public facing digital services against the Digital Service Standard, helping teams across government meet user needs and transform the way they work.

Her team worked with government departments to [save over £300m annually](#), through assuring that digital and technology spend meets the Technology Code of Practice. She's worked with countries from around the world to build understanding of delivering high quality digital services and developing digital culture. She has been integral in the development of Digital Service Standards for [Australia](#), [UK Local Government](#) and [Scotland](#).

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